



High Quality
Patient Centered
Cost-Effective Health Care

From Dr. Katz

FAST FACTS

A Message From the Director

Season's Greetings

Happy Holidays everyone! Whatever tradition you celebrate, I hope that you spend time with those you love and that the holiday spirit brings good health and good cheer. We have earned ourselves our holiday! We achieved so much in 2014. We proved that we could be a system of choice for those who newly gained insurance under health reform. We expanded our empanelment efforts and broadened the reach of our eConsultation and teleretinal screening. We had a successful launch of ORCHID at Harbor-UCLA, Long Beach Comprehensive Health Center, and the Wilmington and Bellflower Health Centers. We had openings of several major clinical centers: the Martin Luther King, Jr. Outpatient Center, the High Desert Regional Health Center, and the new Emergency Department and Surgical facility at Harbor-UCLA. We opened up new supportive housing programs so that disabled chronically ill people would not have to live on the street. I look forward to new successes in 2015. Our progress is like a rolling snow ball. With each revolution, it gets bigger. The end of the year is also a good time to remember people we have lost, and people who are ill and who cannot enjoy the holidays because of pain and sickness. Our hearts go out to them and their families. Since the children are off from school, I usually take them to visit my parents in New York or to visit their old friends in San Francisco during winter break, but this year we decided to stay home and enjoy Los Angeles together. L.A. feels like home to us now. We really like living here. Talk to you next year. Best wishes.



DHS Patient Safety Leaders Recognized

From hand hygiene wareness to bedside specimen labeling to reduction of catheter infections, DHS recently recognized leaders across the system for creating a culture of safety at the annual DHS Patient Safety Awards ceremony. Following are the award categories and winners:

Management Patient Safety Leader Awardee

Julie Rees
Harbor-UCLA Medical Center
Prize: \$5,000 + Glacial Award

Over a 17 year career at Harbor-UCLA where she currently manages the Accreditation and Compli-



DHS Hosts First-Ever Diabetes Symposium

By Michael Wilson

Nearly 200 providers attended the first-ever DHS Diabetes Day on Dec. 3 at the California Endowment. Specialists, primary care physicians, nurses, behavioral health experts, and even a Los Angeles student poet discussed salient aspects of the disease: risk factors and complications, societal and health system costs, treatments, and the emotional tolls of chronic illness. The event was coordinated by the Endocrinology Specialty/Primary Care Workgroup with support from UCLA and Kaiser Permanente.

CME was provided by Charles R. Drew University. Martin Luther King, Jr. Outpatient Center lead endocrinologist and Charles R. Drew University professor Theodore Friedman, MD, PhD said the goal of the symposium was to improve care, educate providers, and improve systems for caring for patients within DHS and Community Partner clinics. With diabetes disproportionately affecting communities of color, a common theme was concern with growing rates of obesity in L.A. County, especially among children, but also optimism that newly insured, low-income individuals would be able to start treatment programs earlier. Diabetes Mellitus is a disease caused by high levels of blood sugar that result from the body's inability to produce insulin to use sugar. The disease can be hereditary and may not show symptoms. Advanced-stage complications can

include blindness and amputations. The disease is typically managed through combinations of drug therapies with lifestyle changes in diet and exercise.

The morning session featured a deep dive into current glycemic treatment options and emerging modalities. DHS Research & Innovation Chief and UCLA

professor Jeffrey Guterman, MD, MS, said that 75,000 patients have been empanelled to date. Combined with an expanding number of medical homes, DHS physicians for the first time know the population they are responsible to and have technologies like ORCHID and i2i to better manage them. He said the medical home is the model for the future, noting that DHS "does inpatient care when we fail in outpatient care for those with ambulatory sensitive conditions." With

protocols in place and freely available to partners, safety net providers have a "moral imperative" to provide excellent care.

Internationally known researcher and USC professor Anne Peters, MD, discussed treating diabetes to lower risk for coronary heart disease. She said five major clinical trials using intensive therapies to control hyperglycemia (high blood sugar) showed very positive "microvascular" benefits, but incidence of heart disease and mortality remained stable. She warned providers to be aware of high risk for mortality in Type 2 diabetes



MLK Outpatient Center endocrinologist and Drew University professor Theodore Friedman, MD, PhD pictured with poet Monica Mendoza



Researcher and USC Professor Anne Peters, MD

(‘SAFETY’)

ance Readiness program, Julie’s hands-on involvement in the creation of Patient Care Alerts, implementation of a weekly compliance update program and Joint Commission readiness fair, and participation on the Patient Safety Council have ensured that Harbor-UCLA maintains the best performance on Joint Commission surveys. Julie’s countless efforts have resulted in active and visible promotion of the Patient Safety program.

Staff Level Patient Safety Awardee

Stephen Linhart
Olive View-UCLA Medical Center
Prize: \$3,000 + Glacial Award

Stephen is the housekeeping lead at Olive View-UCLA Medical Center and a strong advocate for the facility’s Hand Hygiene Project. Stephen has been a visible presence in the hospital halls monitoring housekeeping needs, and volunteered time to lead an education class for Sodexo staff on the importance of infection control standards. Stephen is a volunteer for the Hospital Hand Hygiene Audit Group and has been instrumental in helping unit-based Hand Hygiene Champions install foam dispensers and wash stations. His work has created an environment where hand hygiene best practices flourish.



Best Patient Safety Pilot Project

“Eliminating Labeling Errors of Nurse Collected Laboratory Specimens”
LAC+USC Medical Center
Prize: \$10,000 + Glacial Award

Led by Leo Vincent Flores and Joseph Cruz in the Nursing Information Systems Department, this project aims to eliminate patient misidentification and mislabeling during beside laboratory specimen collection through new workflow where specimen label printing is done through positive patient identification at the bedside. The nurse collecting the specimen opens an application from a Workstation-On-Wheels (WOW), launches the specimen collection software, and initiates the scanner. The WOW label printer only prints labels of the scanned patient’s wristband, eliminating the risk of comingling multiple patient labels from the shared

computer in the nurse’s station.

Best Patient Safety Implemented Project

“Get That Catheter Out!”: Prevention of Catheter-Associated Urinary Tract Infections (CAUTIs)”
Harbor-UCLA Medical Center
Prize: Glacial Award

A team led by Dr. Loren Miller that included Arlene Malabanan, Jenifer Ramsay, Ken Zangwill, Alma Belis, Nieves Galvez-Arango, Cristina Marin, Monica Murphy, and Syreeta Anderson designed and implemented several CAUTI prevention strategies across hospital units. The team implemented a catheter care bundle, performed surveillance of compliance to catheter care, and worked closely with other disciplines to revise hospital policy on urinary catheter insertion. Since implementation, the hospital has shown marked improvement on process measures, notably a 20% decrease in patient catheter days, apparent decrease in CAUTIs, and increase in the number of catheters inserted with proper indications and correct anchoring.

Patient Safety Video Submissions Awardees

First Place (Olive View-UCLA):
Hand Hygiene Care
Dr. Susan Stein, Amalia Martinez, and Karla Nungaray
Prize: \$500

Second Place (Olive View-UCLA): Lost in Transition - Safer Navigation for LOST (Lack of Safe Transition) Patients
Dr. Mark Richman, Khathy Hoang, and Laura Sklaroff
Prize: \$500

Third Place (LAC+USC Medical Center):
Three Words
Dr. Tonia Jones and Alla Agamalian
Prize: \$500

Best Patient Safety Posters

First Place

Hand Hygiene Campaign – Olive View-UCLA Medical Center
Early Warning Signs – Harbor-UCLA Medical Center

Second Place Winner:

Automated Remote Depressions Monitoring in the Safety Net – DHS Ambulatory Care Network

Third Place Winners:

CUS Board – Olive View-UCLA Medical Center
“Show and Tell: Using Data to Activate Provider Teams” – Roybal Clinic

(‘DIABETES’)



DHS Research and Innovation Chief Jeffrey Guterma, MD (left) and Charles Drew University Dean Ronald Edelstein, Ed.D

patients with hypoglycemic (low blood sugar) episodes, as found in the ACCORD trial. She said diabetics struggling to make better food choices can take important small steps, like limiting tortilla or rice consumption. In one of the more moving segments, artist and poet Monica Mendoza, whose mother was recently diagnosed with the disease, gave a high-energy condemnation of a junk food consumer culture, noting how soda and fast food have “colonized the tongues” of Hispanics in her poem, “A Taste from Home.” DHS eye specialist Lauren Patty Daskivich, MD, talked about early success with a teleretinal screening program for diabetic retinopathy (damage caused to retinal blood vessels from diabetes). Retinal screenings for diabetic patients are now happening across the health system and monthly volume has grown from 50 to over 900 a month in one year. She said early screenings can reduce severe vision loss by over 90 percent and that retinal photos provide a powerful, teachable moment for patients who often connect visually to the damage of the disease and make life-style changes. Other sessions featured discussion on “diabetes distress” and how provides should be sensitive to the emotions of guilt, fear and anger that often drive diabetics to give up. Keynote speaker and psychologist Larry Fisher told participants that providers spend too much time trying to change patient behavior, but ignore the blocks to behavior change. The role of mid-level providers and the success of the e-Consult platform for specialist referrals -- and other efforts where DHS is raising the bar in diabetes care through new interventions and stronger care coordination—were highlighted. The sessions were recorded and will be posted to YouTube in coming days.



Life Experts Help Patients Adjust After Disability

By Sarah Kirwan

Rancho Los Amigos National Rehabilitation Center patient Richard Shea experienced a hemorrhagic stroke two years ago that resulted in the loss of movement on the left side of his body and some difficulty with vision and thinking skills. Richard recalls how he felt receiving a phone call from a peer mentor after he was discharged from the hospital. “I can’t tell you how much it helped me to know Rancho was still looking out for me, it helped me feel connected.” Shea is now a Peer Mentor, or Life Expert, at Rancho and a valuable member of the patient care team. Rancho mentors are primarily former patients who have demonstrated the skills to be role models for current patients and able to help them manage their health, function independently in the community, achieve personal goals, and live a high

quality of life with disability. They work alongside interdisciplinary team members to reinforce health education and exercise routines, provide psycho social support during adjustment to disability, call patients after discharge, and teach adaptive strategies or new skills. Perhaps most importantly, they can personally relate to the journey patients are beginning and remind them of what is possible. Mentors work with inpatients and outpatients and are committed to ‘paying it forward’ and improving patient care for Rancho’s patients and their families. Shea, who was recently announced as the 2014 KnowBarriers Peer Mentor of the Year, worked with his own Life Expert to achieve his goal of returning to driving following his disability. Today he provides peer mentor services to stroke

survivors. “I feel so lucky to share my story with new patients, to reassure them that life goes on and it does get better. To everyone at Rancho, thank you from the bottom of my heart.” For more information on the KnowBarriers program, visit www.knowbarriers.org or contact Bobbi Jean Tanberg at (562) 401-6316.



Rancho Peer Mentor Richard Shea pictured on left